

TRANSMITTAL #5

MEMORANDUM

May 4, 2006

TO: Workforce Development Council
FROM: Roger B. Madsen, Director
SUBJECT: One Stop Delivery System Policy Framework

ACTION REQUESTED: Adopt a revised policy framework for the One Stop system for implementation in the Statewide Regional Planning Area

BACKGROUND:

The Workforce Development Council has served as the primary governing body for the Idaho One Stop system since its inception. The passage of WIA signaled the change from Idaho's original voluntary one stop approach defined by the Council and system partners to a system governed by a very extensive legislative and regulatory framework. The reorganization to a single workforce planning area shifts responsibility for the detailed design of the system from the local Workforce Investment Boards to the Workforce Development Council. Ultimately, the local One Stop system will be defined by the Memoranda of Understanding (MOUs) between the One Stop partners and the WDC. At this time, the Council is being asked to define the policy framework that will guide development of these MOUs among partners and the Council.

Issues for Council deliberation are listed below together with the WIA legislative background and a general discussion of the current practices.

SYSTEM PARTNERS

WIA section 121(b)(1) identifies the entities that are required partners in the One Stop system. The "partners" are the entities that carry out the programs as the administering agency at the local level, not the subcontractor to that entity.

Attachment #1, page 3, lists the current mandatory and optional programs in the Idaho system under WIA. WIA legislation under consideration would expand the list to include Temporary Assistance for Needy Families (TANF) workforce programs as a mandatory program and would include a number of additional optional programs.

The primary issue is whether to mandate more extensive participation by voluntary partners than is required under WIA, to adopt the legislatively mandated framework or to offer other guidance.

Although the State has the option to mandate the participation of additional non-mandatory partners, a number of factors argue against such a move. First, the participation requirements are extensive for those designated as mandatory partners. Second, and perhaps more important, experience has demonstrated that mandates do little to achieve the goals of streamlined service or improved access. In fact, the cooperation that was achieved under a voluntary system was compromised when mandates were imposed. Therefore, staff recommends the following as a means to further goals:

Staff Recommendation #1:

That the Council encourage, but not mandate, the one stop partnership to seek out the participation of additional voluntary partners in the One Stop system.

PARTNER RESPONSIBILITIES

The regulations at sections 662.230 and 662.260 list the responsibilities of the mandatory partners. All required partners must make their applicable core services available in the One Stop Center and provide access to their other activities and programs. They must use a portion of their funds to create, maintain and participate in the One Stop delivery system and to provide their core services. They are required to enter into a Memorandum of Understanding (MOU) with the Workforce Development Council relating to the operation of the One Stop system.

The definition of a One Stop partner and “required” One Stop partner is sufficiently vague in the Act and regulations to raise questions about the application of various opportunities and requirements where these terms are used. Therefore, the following definitions are recommended to provide consistent guidance, adapted from current policies only for the shift in responsibility to the state level.

Staff Recommendation #2:

- 1. That a One Stop Partner is defined as the entity that serves as the administrative entity for one or more of the partner programs listed at WIA section 121(b)(1). It excludes subrecipients of these entities.**
- 2. That required One Stop Partners shall be defined as only those One Stop Partner entities which operate programs listed as required at 121(b)(1). All other partners are considered voluntary and are not subject to the requirements or opportunities afforded “required partners” unless agreed to by the partner, the Workforce Development Council and the Governor.**

After initial implementation of the One Stop system, the partners devised a methodology to share costs of operating the One Stop system. Where partners are located on a full-time basis, partners pay a fair share of space and operating costs based on their relative share of space occupied and services used. Separate co-location agreements are utilized to ensure that costs in each center are tailored to specific

circumstances of each partner and can meet audit standards. In cases where partners are in the One Stop system on a part-time or itinerant basis, partners agreed to allocate a fair share of the common space in a facility using the relative share of program participants utilizing the One Stop Center. A past pilot proved that costs for these visiting partners were “immaterial” for accounting purposes and no funds were required to change hands. It would be prudent to periodically test this to ensure that center partners are not unduly subsidizing costs of visiting partner programs.

Staff Recommendation #3:

- 1. That One Stop Partners who co-locate in a One Stop Center pay a proportionate share of costs for that Center and that such costs be determined as part of an agreement affixed to the Memorandum of Understanding.**
- 2. That One Stop Partners who “visit” the One Stop Center on a periodic basis, assume responsibility for a fair share of the common costs of the Center based on a pro-rata share of participants who use the Center. This shall be tested periodically. If costs are determined to be “immaterial”, no costs will be assessed except those that are the specific costs of the Partner.**

APPLICABLE CORE SERVICES

Required One Stop Partners must make their applicable core services for a program available in at least one One Stop Center in the Workforce Investment Area. The WIA already provides an extensive list of required services. A key consideration is that the WIA Strategic Plan adopted by the Governor as part of his reorganization called for expansion of the One Stop system to include access to the full range of economic development and community development services offered by Idaho Commerce & Labor as part of the menu of business services.

Staff Recommendation #4:

That the Council adopt the list of services specified in the WIA, require Idaho Commerce & Labor to provide information and access to its full range of services in the One Stop system and encourage, but not mandate, additional service elements in the development of the One Stop system.

LOCATION AND STRATEGY FOR PROVIDING SERVICES

The regulation at section 662.250 describes where and to what extent the One Stop partners must make available the applicable core services. Section 134(c) of WIA requires that the applicable core services be made available to individuals attributable to the partner program at the comprehensive One Stop Center.

The regulation at section 662.260 provides that, in addition to the provision of core services, the One Stop partners must use the One Stop system to provide access to the partners' other activities and programs. This access must be described in the MOU. This is intended to ensure a seamless,

comprehensive workforce development system that identifies the service options available to individuals and helps to facilitate access to these services.

State partners, those who report to a centralized administrative entity, have identified their applicable core services as those reflected in Attachment #2. In some cases, local entities operating these services on behalf of the partner may offer additional services. Those entities with only a “local” presence will identify their “applicable” core services during the process of negotiating the local MOU.

Additionally, the WIA Strategic Plan noted the Governor’s intent to ask the Council to designate all 24 Commerce & Labor offices as full service One Stop Centers. While Commerce & Labor offers a full range of required workforce services in each of their centers, they also offer access to Commerce & Labor’s economic and community development services. Idaho Commerce & Labor is asking the Council to endorse this configuration of centers as a basis for development of the MOU. While this meets the goal for expanded access to services in rural areas, it does not address the special challenges this expansion could pose for other partners.

Not all partners offer services at the current or proposed centers. Under WIA, the partner may provide core services at the center:

- Through the use of appropriate technology at the center;
- By co-locating personnel at the center;
- Cross-training of staff; or
- Through a cost-reimbursement or other agreement between center partners as agreed to in the MOU.

State partners have identified the methodology they would utilize as a minimum level of service to be negotiated in the MOU at the local level. This is reflected in Attachment #3.

Staff Recommendation #5:

- 1. That the Council support the Governor’s designation of the 24 Commerce & Labor offices as full service One Stop Centers, at least one in each region a “comprehensive” Center.**
- 2. That required One Stop Partners make applicable core services available and provide access to other services in at least one physical One Stop Center within each workforce region;**
- 3. That partners may utilize any authorized methodology to deliver core services provided the methodology**
 - **is consistent with the partner’s authorizing legislation and the WIA;**
 - **does not require the customer to travel to another location to obtain the core service; and**
 - **meets minimum standards of accessibility and non-discrimination set forth in section 188(a)(1) of the WIA.**
- 4. That access to other partner activities and programs be described in the MOU, and, at a minimum includes provision of information about partner programs and services in all One Stop Centers.**

ADDITIONAL SITES

In addition to the comprehensive centers, the regulation notes that WIA allows for three other arrangements to supplement the comprehensive center. These supplemental arrangements include:

- (1) a network of affiliated sites that can provide one or more of the programs, services and activities of the partners;
- (2) a network of One Stop partners through which each partner provides services that are linked, physically or technologically, to an affiliated site and through which all individuals are provided information on the availability of core services in the local area; and
- (3) specialized centers that address specific needs.

Under the current framework, the particular design, including the number of centers and other supplemental arrangements was identified as a process of negotiation of the MOU with the Workforce Investment Boards. The negotiation process now rests with the Council.

One Stop partners have an obligation to ensure that core services that are appropriate for their particular populations are made available at one comprehensive center. It is not required that partners provide applicable core services exclusively at a One Stop Center. Further, a partner is not required to route all of its participants through the comprehensive One Stop Center. If an individual enters the system through one of the network sites rather than the comprehensive One Stop Center, the individual may still obtain certain services at the network site and information about how and where all the other services provided through the One Stop system may be obtained.

The current framework includes a set of service standards for “affiliate partners” which are full off-site partners in the One Stop system. Essentially, these service standards mirror those for Centers, except that universal access and comprehensive service delivery of all required services do not apply.

The issue for the Council is whether to offer guidance to the system to ensure continuation of maximum access and consistent quality of that access.

Staff Recommendation #6:

- 1. That the Council encourage all required partners and voluntary partners to offer access to the services through the One Stop system by assuring an awareness of system services at any point of entry.**
- 2. That those partners wishing to be identified as “affiliate” partner sites will**
 - **enter into an MOU with the Workforce Development Council describing their specific participation in the One Stop system;**
 - **maintain access to the *IdahoWorks* automated system;**
 - **offer assisted services to those who prefer such services over automated services;**
 - and**

- **make accurate and up-to-date information on their services available for access through *IdahoWorks*.**

ONE STOP OPERATORS – ELIGIBILITY TO BE DESIGNATED

The WIA introduces the concept of the One Stop Operator. The role of the One Stop Operator or Operators is to administer the One Stop Center(s). Their responsibility may range from simply coordinating service providers within the center to being the primary provider of services at the center. In areas where there is more than one comprehensive One Stop Center, there may be separate Operators for each center or one Operator for multiple centers. The Workforce Development Council determines the number and role of One Stop Operators.

The law specifies a number of entities which may serve as the One Stop Operator. The Act, at section 121(d)(2), identifies entities including consortia, which can serve as the One Stop Operator. With the exception of secondary and elementary schools, any entity of demonstrated effectiveness is eligible to serve in this role.

Staff Recommendation #7:

That, because the Act provides sufficient guidance to identify an entity appropriate for selection as a One Stop Operator, the Council accept the requirements for eligibility to serve as an Operator as specified in section 121(d)(2) of the Act without further expansion.

SELECTION OF OPERATOR

Under the new Idaho system, the Workforce Development Council is responsible for selecting the One Stop Operator. Under the prior system, the local Workforce Investment Board had the option to select the Operator through a competitive process or the use non-competitive processes to select a consortium that includes three or more required One Stop Partners or “grandfather” existing One Stop Operators. With the shift to a statewide system, designation of state agencies may occur without regard to these options.

Non-Competitive Options

Consistent with the WIA plan, Idaho Commerce & Labor is requesting the designation of Idaho Commerce & Labor as the “Operator” of its service locations. This does not preclude the designation of other operators for other Centers selected by the Workforce Development Council. Furthermore, this does not limit the Council’s opportunities to utilize competitive processes for selection of operators of other sites, except for state organizations.

Staff Recommendation #8:

That the Council provide notice to the public that it intends to designate Idaho Commerce & Labor as the One Stop Operator for all Commerce & Labor One Stop Center locations and that other options be considered for any new or expanded center locations. The

designation will become effective at the conclusion of a 30-day public review process, following consideration of any comments received. Where One Stop Partners co-locate in an Idaho Commerce & Labor office, the Center Partners will negotiate a management arrangement acceptable to all partners and the Workforce Development Council and attach such agreement as part of the MOU.

Consortium Option

Section 121(d)(2)(A)(ii) specifies that the local Workforce Investment Board may designate a consortium of three or more “required one stop partners” to serve as the One Stop Operator without the requirement to utilize a competitive process. While three or more required partners must be part of the agreement between the local Workforce Investment Board and the consortium, any number of additional partners may join this consortium arrangement. Section 117(e) which includes the Sunshine Provisions for local Workforce Investment Boards requires that the board notify the public about the certification or designation of the One Stop Operator. Under the current structure, the Workforce Development Council would serve as the local Workforce Investment Board.

There have been a number of questions regarding whether the term “partners” referred to partner entities or partner programs when applied to the consortium option. Recommendation #1 attempts to respond to this issue by identifying One Stop Partners as “entities who operate programs”. As indicated above, there would be no restrictions on additional partners so long as the consortium included three required partners.

Staff Recommendation #9:

That the Council adopt the following process for designation of an Operator under the consortium option:

- 1. The Workforce Development Council will provide notice to the public for a period of thirty days (30) prior to designation if it intends to designate the consortium as the Operator;**
- 2. The Workforce Development Council will designate the consortium, not its individual members, as the One Stop Operator after:**
 - a) Considering and acting upon comments received from the public and other eligible applicants for services;**
 - b) Negotiating an MOU with all required One Stop Partners and the entity(ies) being designated to provide services consistent with the scope and intent of section 134 of the WIA; or**
 - c) If the consortium has reached an impasse in the negotiations with any required partner, submitting a request to the Governor for intervention; after considering comments from the public and any other interested eligible applicants in the local area;**
- 3. The designation of a consortium as a One Stop Operator will not preclude the Workforce Development Council from designating or certifying other entities as One Stop Operators for other center(s), provided that is consistent with the MOU negotiated with the partner organizations; and**

4. **The Workforce Development Council will enter into an agreement with the consortium specifying the role of the Operator and its responsibilities under the WIA, including its adherence to the MOU with the partner organizations.**

“Grandfathering” of an existing One Stop system

The WIA law and regulations provide for continuity for areas that have already established a One Stop system while ensuring that the “reform” provisions of the Act are put into place. For the “Operators” of these systems to be certified, the law requires compliance with the following conditions:

1. The One Stop delivery system, consistent with the scope and meaning of the term in section 134(c), existed prior to the enactment of the WIA on August 7, 1998;
2. The designation or certification must be approved by the Governor, the local Workforce Investment Board and the local elected official;
3. The certification must be consistent with the requirements of:
 - a. WIA section 121(b) which lists the requirements for participation of all required partners;
 - b. The Memorandum of Understanding negotiated with all required and any optional partners; and
 - c. The designation is made consistent with the Sunshine Provisions appearing at section 117(e).

In Idaho, a One Stop system had been established prior to the enactment of the WIA as indicated by the submission of local One Stop plans by the Regional Collaborative Teams and the “initial certification” of the *IdahoWorks* Career Centers (One Stop Centers) in January of 1998. The Council is asked to recommend criteria under which the Governor would approve the certification of these existing systems. This is no longer a practical option given the lapse of time and alternative structures developed since the law was enacted.

Staff Recommendation #10:

That the “Grandfather” provisions no longer be recognized as a means of designating the One Stop Centers.

MEMORANDUM OF UNDERSTANDING (MOU)

The Memorandum of Understanding (MOU) is an agreement developed and executed between the local Workforce Investment Board, with the agreement of the local elected officials, and the One Stop partners relating to the operation of the One Stop delivery system. The WIA at section 121(c)(2) requires each MOU to contain provisions describing:

1. The services to be provided through the one stop delivery system;
2. How the costs of such services and the operating costs of the system will be funded, including the process for paying a proportional share of the costs of the one stop operating system;

3. Methods for referral of individuals between the one stop operator and the one stop partners, for appropriate services and activities;
4. The duration of the MOU and the procedures for amending the MOU; and
5. Other provisions as the parties determine to be appropriate.

WIA emphasizes the full and effective partnerships between local Workforce Investment Boards and One Stop partners and requires these entities to enter into good faith negotiations. The WIA recognizes, however, that the process of negotiation will not always be successful. The regulations at section 662.310 set forth informal procedures and options to employ in the event an impasse is reached in the negotiations. In the event all negotiations fail, the regulations at section 662.310 require notification of the federal partners, the removal of the partner from the local Workforce Investment Board and exclusion of the local Workforce Investment Board from any incentives awarded for coordination. The following are procedures originally adopted by the Council, adapted to substitute the Workforce Development Council for the role of the local Workforce Investment Board.

Staff Recommendation #11:

That the following procedures for resolving an impasse between the Workforce Development Council and the local One Stop Partner be adopted:

1. **The One Stop Partners will attempt to resolve their differences by informal means before employing the formal resolution process, contacting federal agencies as necessary;**
2. **If the One Stop Partners are unable to negotiate a successful resolution, the Workforce Development Council will attempt to mediate a solution and report the results to the Governor and the responsible state agency(ies);**
3. **If the Workforce Development Council is unable to facilitate a successful resolution to the impasse, the parties to the agreement will notify the Governor, Idaho Commerce & Labor and the Federal agency responsible for administering the partner's program; and**
4. **Sanctions will be imposed on the partner program as specified in section 662.310 of the regulations.**

Contact: Primary: Cheryl Brush (208) 332-3570, ext. 3312
 Secondary: Leandra Burns (208) 332-3570, ext. 3327

Attachments

One Stop System Comparison – Idaho Structure vs. Workforce Investment Act

Criteria	Idaho Defined System	Workforce Investment Act
Governance Role of the Workforce Development Council	The Workforce Development Council has responsibility for advising the Governor on the policy design and oversight of the One Stop system. The Council has the responsibility for overall design, certification of One Stop Center and Affiliate Partners, and the design of the accountability system. A State Management Team and Regional Collaborative Teams comprised of center and affiliate partners and other interested organizations propose plans and policies for consideration of the Workforce Development Council.	The State Workforce Development Council advises the Governor on design and accountability standards for the One Stop system. This guidance is used by the regional Workforce Investment Board to select the One Stop “operator”. The Board, with their Local Elected Official Partner, enters into Memorandum of Understanding with One Stop “partners” who specify service and financial commitments to the One Stop system. The WIB-LEO partnership is responsible for oversight the One Stop system. With the change to a single board, this becomes the responsibility of the WDC and the Governor.
Eligibility to be a Center Partner or Operator	Any public agency or organization, which can offer the full mix of programs and services, is eligible to apply for certification to operate a One Stop Center. Center partners may be any public or private non-profit organization(s) that can bring financial or non-financial resources and have education, training, or employment as part of its mission. When more than a single entity is applying, the partners must establish a “management consortium” of full-time partners which reflects a consensus decision-making structure. The “management consortium” is required to enter into an agreement specifying roles and responsibilities of each partner including cost-sharing. Center partners must adhere to One Stop goals, participate in joint planning, engage in an on-going customer satisfaction process and adopt a continuous improvement process.	Any public or private entity (or consortium) of demonstrated effectiveness, operating in the local area which may include: A post-secondary education institution, an employment service office, a private-for-profit organization, a private non-profit entity, a government agency or any other interested organization (such as a chamber of commerce) except that elementary or secondary schools may not apply unless they are non-traditional secondary or vocational education entities.

One Stop System Comparison – Idaho Structure vs. Workforce Investment Act

Criteria	Idaho Defined System	Workforce Investment Act
Selection	<p>The State has chosen a collaborative process, requiring interested entities to enter into a consortium agreement, rather than a competitive process. As described above, only consortia meeting criteria are eligible to apply to operate a One Stop Center. The Workforce Development Council is responsible for “certifying” interested applicants as One Stop Center or Affiliate Partners.</p>	<p>The WDC-Governor partnership may:</p> <ul style="list-style-type: none"> • select the One Stop operator from any eligible entity using a competitive process; or • select any state agency or organization using a non-competitive process; or • “designate” an operator without regard to competition if the designation is sought by a consortium of three or more “required one stop partners;” or • with the agreement of the Workforce Development Council and the Governor, designate existing, successful One Stop system operators that were in place before the enactment of the WIA provided they agree to operate the system in accordance with the MOU that has been established with all required partners and to offer the scope of services set forth in the WIA

One Stop System Comparison – Idaho Structure vs. Workforce Investment Act

Criteria	Idaho Defined System	Workforce Investment Act
Partners – Programs	<p>The Idaho One Stop framework specifies a minimum mix of programs to be delivered onsite in order to be certified as a “Center.”</p> <p>Required programs include:</p> <ul style="list-style-type: none"> • All JTPA programs for Adults, Dislocated Workers and Youth; • Employment Service & related programs • Veterans programs (DVOP/LVER, JTPA Title IV-C) • Trade Act and NAFTA • Unemployment Insurance • Title V, Senior Community Service Employment <p>Voluntary programs include:</p> <ul style="list-style-type: none"> • Welfare/Work Programs (TANF) • Food Stamp Employment and Training • Child Care (subsidies and referral) • Adult Basic Education • Vocational Education – Carl Perkins • Student Financial Aid • Vocational Rehabilitation • V.R. for the Blind • Workers Compensation Rehabilitation • School-to-Work • Employer Services • Apprenticeship (BAT) • Native American Programs (JTPA) • Migrant and Seasonal Farmworker (JTPA) • Job Corps (JTPA) 	<p>The Workforce Investment Act includes required partners who must participate in the “system”, make their core services available and provide access to their other services in at least one physical center The required programs include:</p> <ul style="list-style-type: none"> • Title I of the WIA <ul style="list-style-type: none"> • Adults (now defined to include youth 18 and older) • Dislocated Workers • Youth • MSFW • Native American • Veterans • Job Corps • Wagner Peyser (Employment Service) • Veterans programs (DVOP/LVER) • Trade Act and NAFTA • Unemployment Insurance • Title V, Senior Community Service Employment • Welfare to Work (never operated in Idaho) • Vocational Rehabilitation <ul style="list-style-type: none"> • Vocational Rehabilitation • Vocational Rehabilitation for the Blind • Client Assistance Program • Carl Perkins (post secondary) • Adult Education • Employment and Training under Community Services Block Grant programs • HUD employment and training

One Stop System Comparison – Idaho Structure vs. Workforce Investment Act		
Criteria	Idaho Defined System	Workforce Investment Act
		<p>Additional programs may also participate in the system with the agreement of the WIB-LEO partnership:</p> <ul style="list-style-type: none"> • TANF (TAFI) • Food Stamp Employment and Training • National and Community Service (AmeriCorps – Vista) • Other federal, state or local programs, including private sector programs <p>The Strategic WIA Plan for 05/06 called for inclusion of a range of business services in the One Stop referred to generically as economic and community development. These would be programs operated by Idaho Commerce & Labor.</p>

One Stop System Comparison – Idaho Structure vs. Workforce Investment Act

Criteria	Idaho Defined System	Workforce Investment Act
Required Services	<p>The Idaho framework includes a list of services that must be available onsite and available to all customers as needed. These were divided into “Basic,” “Intensive,” and “Employer” services. They are further defined to assure customer access to a comprehensive range of services in single location, including actual selection and enrollment into a program. Affiliates generally are required to offer the same set of services with the exception that they can rely on “referral” and “electronic” access through Idaho Works rather than direct delivery. Services included:</p> <p>Basic Services</p> <ul style="list-style-type: none"> • Orientation to One Stop • Basic Assessment • Work Registration • Filing of Initial Unemployment Insurance Claims • Eligibility Review (for all partner programs) • Labor Market Information • Job Listings • Job Matching • Referral to Openings • Job Development • Referral to Education and Training • Assistance completing application for post-secondary education • Career Resource Centers • Career Information System • Job Search Skills Training • Referral to Community Services 	<p>The WIA requires the “required” partners to make their applicable core services “available” and provide “access to” their other services in at least one physical center in each workforce region. Partners may offer their services through co-location, cross-training, technology or contract to the operator. A center must also provide access to intensive and training services, in particular to individual training accounts. Services offered in a center may be augmented by delivery of services through a network of affiliated sites, through a network of affiliated or electronically linked sites providing access to the system and sites devoted to special populations. The MOU between the partners and the Board defines the system, the specific services offered, methods for referral, cost contributions and other provisions as determined necessary.</p> <p>Minimum services include:</p> <p>Core Services:</p> <ul style="list-style-type: none"> • Eligibility for Title IB Services (JTPA replacement) • Outreach, intake, and orientation to system services • Initial assessment of skill levels, aptitudes, abilities and supportive services; • Job search and placement assistance, including career counseling, as appropriate • Provision of employment statistics including job vacancy, job skill requirements, and information about local occupations in demand; • Performance and cost information on training

One Stop System Comparison – Idaho Structure vs. Workforce Investment Act

Criteria	Idaho Defined System	Workforce Investment Act
	<p>Intensive Services</p> <ul style="list-style-type: none"> • Testing/Assessment • Case Management • Career Guidance • Enrollment in System Programs • Referral to Adult Education <p>Employer Services</p> <ul style="list-style-type: none"> • Job Order Filing • Assistance in job duty identification • Recruiting Applicants • Special Screening • Direct Employer screening • Business Resource Information • Educational Seminars 	<p>providers, rehabilitation providers, adult education, vocational education providers</p> <ul style="list-style-type: none"> • Performance information on the One Stop system • Information on supportive services • Information on filing for UI • Assistance in establishing eligibility for W2W and financial aid for education and training not financed under the act • Follow-up for not less than 12 months <p>Intensive Services (These may be offered by the operator, or through a contract with another entity approved by the Board)</p> <ul style="list-style-type: none"> • Specialized assessments and testing • Diagnostic testing • In-depth interviewing and evaluation • Development of Individual Plans • Group counseling • Individual counseling/career planning • Case Management • Pre-vocational Training (pre-employment training/work maturity) <p>Training Services –</p> <ul style="list-style-type: none"> • Issue a voucher or Individual Training Account to qualifying individuals (except for OJT) • Referral to training

WIA CORE SERVICES TABLE Attachment 2	WIA Adults	Dislocated Workers	WIA Youth	Job Corps ¹	WIA Native American ¹	WIA MSFW	Wagner Peyster	UI.	Economic & Community Dev. ²	ABE	Vocational Rehabilitation	V.R. Blind	V.R. Client Assistance ³	SCSEP	Carl Perkins ⁴	Veterans DV/OP/LVER	TAA NAFTA	CSBG E&T	HUD E&T ¹	TAFI ⁵	Food Stamps E&T ⁵
1. Eligibility for WIA – Title I	X	X	X			X								X							
2. Outreach, intake, orientation	X	X	X			X	X			X	X	X		X		X	X	X		X	X
3. Initial Assessment	X	X	X			X				X	X	X		X		X					
4. Job Search and Placement	X	X	X				X				X	X		X		X					
5. Provision of Employment Statistics (Job Vacancies, job skills, occupations in demand)							X				X	X									
6. Program Performance information																					
➤ Title I eligible providers	X	X																			
➤ WIA Youth			X																		
➤ ABE eligible providers										X											
➤ Carl Perkins (ps/do)															X						
➤ Vocational Rehabilitation											X	X									
7. Area and OS performance	X	X	X																		
8. Supportive Service Info	X	X	X			X								X		X					
9. Filing UI Claims (info)								X													
10. Assistance in establishing eligibility for financial aid	X	X	X											X							
11. Title I Client follow-up	X	X	X											X							

¹ Local Program Only – Five autonomous Native American Grantees will independently negotiate services with the WDC. Others do not have statewide presence.

² Information and assistance at all locations, specialized support centralized; referral to community resources

³ Local Program Only with offices in Boise, Pocatello, Moscow

⁴ Carl Perkins generally does not operate programs; therefore, core services apply only if local entity provides a program for non-traditional training or to target groups.

⁵ TANF and Food Stamps Employment and training are voluntary One Stop Partners.

WIA CORE SERVICES METHODOLOGIES TABLE Attachment 3 Delivery Considerations	WIA Adults	Dislocated Workers	WIA Youth	Job Corps	WIA Native American ¹	WIA MSFW	Wagner Peyser PSC	U.I.	Economic & Comm. Dev.	ABE	Vocational Rehabilitation	V.R. Blind	V.R. Client Assistance ⁴	SCSEP	Carl Perkins	Veterans DYOP/LYER	TAA NAFTA	CSBG E&T	HUD E&T ¹	TAFI	Food Stamps E&T
1 Population Served																					
Universal	X						X			X											
Restricted		X	X			X		X			X	X		X	X	X	X	X		X	X
2. Preferred Delivery Process(es) – Minimum offered																					
Technology (Idaho Works, phone, video) and/or printed – Unassisted at the center	X	X	X			X	X	X	X	X	X	X			X	X	X	X		X	X
Cross-Training of staff									X	X											
By Appointment or Itinerant						X	X		X	X	X	X		X		X	X				
Co-location – Part time							X		X	X				X				X			
Co-location – Full time	X	X	X				X		X	X				X							
Cost Reimburse Center Partners	X	X	X							X				X							
3. Limitations																					
Services may be performed only by agency staff						X	X	X			X	X				X	X			X	X